

Appraisal of Quality of Library Services and User Satisfaction of Postgraduate Students of Michael Okpara University of Agriculture, Umudike (MOUUA)

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Abstract

University libraries are established to support the teaching, learning, and research needs of faculty and students. They provide vital services to satisfy the information needs of the users. This study appraised the postgraduate students of Michael Okpara University of Agriculture, Umudike (MOUUA) to determine their level of satisfaction with the quality of library services. Descriptive survey research design was used in this study. Population of the study comprised of 180 postgraduate students that registered with the university library during the 2017/2018 and 2018/2019 academic sessions. Convenience sampling technique was used to choose 120 postgraduate students. Data generated in the study were analyzed using tables, percentages, and arithmetic mean. Findings from the study showed among others, that there are so many library services available or provided in MOUUA which the postgraduate students are not aware of and do not utilize. The major reason postgraduate students use the MOUUA library is to have access to a greater variety of information. They use photocopying services, bibliographic services, and reference services to a high extent. Findings also showed that they are satisfied to a high extent with the reference services and photocopying services of the library. Major recommendations made are that the library should publicise the available information resources and services provided, using library orientation and user education, notices, display racks, social media, and the library website; library administration should be aware of the reasons why postgraduate students use the library and provide up-to-date and pertinent information resources, contemporary facilities, and appropriate services that would satisfy the information needs postgraduate students.

Keywords: *Michael Okpara University of Agriculture, Umudike (MOUUA), Postgraduate students, Library Services, User Satisfaction.*

Introduction

Academic libraries are established to support the learning, teaching and research activities of their parent institutions. They provide information resources and services

to satisfy the information needs of their users. Such services include: reference services, photocopying services, readers' advisory services, loan services, inter-library loan services and others. User satisfaction depends on the availability of

information resources and services. Libraries usually consider the diverse and unique needs of their patrons to develop services and programmes that are suitable and will satisfy the users. Being the hub of educational and research activities in higher institutions, academic libraries create programmes and activities to ensure academic excellence for the students. In support of the above assertion, Onifade, Ogbuiyi, and Omeluzor (2013) stated that the primary goal of university libraries is to support faculty and students' teaching, learning, and research needs. Furthermore, they stressed that academic libraries encourage scholarship and help students to complete their course requirements. Students also use the library for the following purposes: complete assignments, complete online applications or registrations, photocopy or scan information materials, read newspapers and magazines and other information resources, use offline and online databases, and Internet resources (Dolo-Ndlwana, 2013; Ankrah & Atuase, 2018; Hashim, Shuhidan, Anwar & Yunus, 2022; Manyissa, 2014; Okongo, 2014; Edem & Egbe, 2016; Mkolo, 2019).

In recognition of the services which academic libraries provide to the users, it is important to find out the quality of these services and how they satisfy the users. These are the issues that agitated the researchers, and it is in the effort to resolve the afore-mentioned issues and ensure that quality library services are rendered that necessitated the study on the appraisal of quality of library services and user satisfaction of postgraduate students of

Michael Okpara University of Agriculture, Umudike (MOUUAU).

Statement of Problem

University libraries are established to support the teaching, learning, and research needs faculty and students. They provide vital services to satisfy the information needs of the users or patrons. Among the many different categories of patrons of university libraries are the postgraduate students. Despite the numerous services offered by university libraries, the researchers observed from their daily statistics of library use, that the postgraduate students do not visit the library very often to utilise their services and resources; and this observation is in tandem with the findings of other scholars (Akpojotor, 2016; Akporhonor & Akpojotor, 2016; Ankrah & Atuase, 2018; Tarus, Namande & Maake, 2022). Although many empirical studies had been carried out on library services and user satisfaction, none seems to have appraised the quality of library services and user satisfaction of postgraduate students. This study was therefore designed to appraise the quality of library services and user satisfaction by postgraduate students of Michael Okpara University of Agriculture, Umudike.

Research Objectives

The main objective of this study was to appraise the quality of library services and user satisfaction by postgraduate students of Michael Okpara University of Agriculture, Umudike. Specifically, the study sought to:

1. examine the library services available in Michael Okpara University of Agriculture, Umudike;
2. identify the reasons why MOUUAU postgraduate students use the library;
3. ascertain the frequency of use of the library services by postgraduate students of MOUUAU;
4. determine the extent to which library services are utilized by postgraduate students of MOUUAU;
5. assess the level of satisfaction with MOUUAU's library services among postgraduate students.

Research Questions:

1. What are the library services available in Michael Okpara University of Agriculture, Umudike?
2. What are the reasons why MOUUAU postgraduate students use the library?
3. What is the frequency of use of the library services by postgraduate students of MOUUAU?
4. To what extent do postgraduate students of MOUUAU utilise the library services?
5. What is the level of satisfaction with MOUUAU's library services among postgraduate students?

Review of Related Literature

Libraries serve as both custodians and harbingers of knowledge; hence their services are essential to the objectives of knowledge creation, sharing, appropriate use, and protection. Additionally, university libraries are responsible for acquiring, organising, and distributing books, journals, and other materials that

assist users' information and research needs (Sharma, Anand, & Sharma, 2012).

Appraisal of library services should be seen as a management tool that helps to identify service limitations and failures, assesses how well the library is serving the patrons' needs, and make recommendations for improving services (Ijiekhuamhen, Aghojare, & Ferdinand, 2015). The size and collection of the library, the appropriateness and accuracy of the way in which its materials are organised, the value of its catalogue and other findings aid in granting users access to its collection, and the capacity and cooperation of the library staff in drawing these materials — or information about these materials — to the attention of the public are all taken into consideration (Adamu & Maidabino, 2020).

Concept of Quality Services and Quality of Academic Library Services

Libraries are faced with difficulty in coming up with the concept of quality services and tracking their attainment, and issues arise when libraries attempt to broaden their reach and enhance the quality of their services. Sahu, (2007) noted that library patrons may judge quality by how quickly materials are delivered or how flawlessly services are performed. Quality is also defined as the suitability of a service or product for its intended use or purpose, subject to the user's or customer's expectations (Thapisa & Gamini, 1999). Therefore, quality needs to meet the demands or specifications of the consumer. This implies that a customer's idea of what constitutes excellent or terrible, acceptable

or unacceptable service can be derived from the quality of that service; accordingly, quality is a continuous process in which the user plays a crucial role (Kiran, 2010; Awan & Mahmood, 2013 and Mosimanegape, Jaiyeoba, Iwu & Chekula-Mahama, 2020).

Meeting customer expectations and considering services from their perspectives are key components of providing high-quality service. In support of this discourse, Kumar and Mahajan, (2019) and Alam, (2021), opined that quality service is the discrepancy between a library user's expectations and perceptions of service performance. In the context of a library, the term "quality service" refers to the discrepancy between the actual state of the service and the expectations and perceptions of its users. A user-driven viewpoint on library services has been adopted by several librarians. The user is the ultimate arbiter of quality when it comes to evaluating how successful a library is (Alemán, Gutiérrez-Sánchez & Liébana-Cabanillas, 2018); therefore, the main objective of any library, according to Gathoni and Van der Walt, (2019) is to maximise patrons' pleasure and possibly even surpass their expectations.

The quality of academic library services is influenced by various factors which include the accessibility of information resources, the services provided, and how university library patrons use the facilities. Other factors are the currency and relevancy of the information resources that are properly organised, the assistance of the library catalogue and finding tools in granting access to collections, the ability and

cooperation of staff in using the facilities available in bringing these information resources and services to the users' attention, and the attitude of staff in providing services. Shodele (2013), and Adamu and Maidabino (2020) noted that users' points of view can enhance library services and make them to be more user-friendly, offer service providers valuable insights and suggest enhancements to the service that will make it more user-friendly, inviting, or enhance users overall experience. According to Sharma, Anand and Sharma, (2012) university libraries ought to market their services and delivery mechanism in a more strategic way to attract more users.

It is evident that libraries need to reevaluate the range and calibre of resources and services that are currently offered in order to meet the needs of their patrons. This is because library users have access to a multitude of alternative sources of information delivery, many of which are more appropriate and convenient, and can be accessed freely.

Libraries serve as both custodians and harbingers of knowledge; hence their services are essential to the objectives of knowledge creation, sharing, appropriate use, and protection. Additionally, university libraries are responsible for acquiring, organising, and distributing books, journals, and other materials that assist users' information and research needs (Sharma, Anand, & Sharma, 2012). Quality service can support and increase library patronage.

Concept of Library Services

Academic library services involve complex and ever-changing collaborations between users and librarians. Severalissa (2014), Okongo (2014), Edem and Egbe (2016), and Mkolo (2019) outlined library services to comprise Reference Services, Photocopying Services, Bibliographic Services, Readers Advisory Services, Loan Services, Inter Library Loan Services, Current Awareness Services, Selective Dissemination of Information Services, Library Orientation Services, Newspaper Clipping Services, Internet Service, Abstract and Indexing Services, Offline and Online Database Services, etc. Likewise, a variety of factors have been observed over time to motivate students, including postgraduate students, to frequent libraries (Dolo-Ndlwana, 2013; Ankrah & Atuase, 2018; Hashim, Shuhidan, Anwar & Yunus, 2022).

Advancement in information and communication technology (ICT), has led to a new class of library users who put demands on more efficient library services especially in academic libraries (Opoku, 2011). Several undergraduate and graduate students who are enrolled in universities are digital natives, or people who were born and nurtured in a digital world; and as such they are comfortable using digital devices to generate and share new information in a virtual environment (Joo, Park & Shin, 2017). They are significantly different from past generations in terms of how they locate, access, and use information (Xu & Du, 2019).

Graduate and undergraduate students also have equal access to the same resources and interface in academic libraries; however, Li and Liu, (2019), observed that undergraduate and graduate students differ significantly with regard to their training goals, learning and research assignments, information literacy, information demands, and other aspects that could affect their level of satisfaction with university libraries.

Reasons for Library Utilisation

Various reasons have been adduced by different scholars to justify the use of libraries by various categories of users. Such reasons include access to information; research and academic purposes; photocopy or scanning; use of offline and online databases; improve academic performance or professional development; consult reference materials; and use the Internet service (Hashim, et al, 2022, Edem & Egbe, 2016; Ankrah & Atuase, 2018). The numerous informational, educational, social, and cultural functions of libraries provide excellent learning opportunities for a wide range of users. The contribution of libraries to lifelong learning is more effective when they provide excellent customer services (Miao & Bessham, 2008).

Rapid technological advancement has prompted libraries to adapt and alter their structure and processes to meet the needs of their customers and boost their happiness (Ueno, 2008). Today, libraries are at a crossroad, as the issues they face are not only related to the introduction of new

technology, but also to the development of an ideology and culture in which technological imperatives are increasingly dominating and guiding management operations. Bamigboye (2007), maintained that user needs of library services encompasses a wide range of characteristics, including the availability of traditional books and magazines, a decent reference function, and access to Internet facilities, which many respondents perceive to be a significant library function. It is imperative for librarians to conduct user satisfaction surveys regularly using suggestion boxes, interviews, questionnaires, and other methods that will help them measure their performance while also ensuring the application of the Total Quality Management (TQM) concept as used in management operations.

Library User Satisfaction

The importance of generating high levels of customer satisfaction has drawn the attention of researchers and practitioners alike in an era of rising competition (Miller, 2008; Thompson, Kyrrillidou & Cook, 2009; Molson, 2022). This is especially true in the service industry, where many businesses are focusing on service quality improvement to assure high levels of client satisfaction, and libraries are not exempted. According to Hoffman and Bateson (2006), four gaps exist in service delivery; knowledge gap, standard gap, delivery gap, and communication gap:

✓ Knowledge Gap: The knowledge gap is the discrepancy between what customers anticipate from a

service and what management believes they should expect.

✓ Standard Gap: The standard gap is the discrepancy between what management believes customers anticipate from a service and the quality standards that have been established for service delivery.

✓ Delivery Gap: The delivery gap is the discrepancy between the service delivery quality specifications and the actual service delivery quality.

✓ Communication Gap: The communication gap is the disparity between the actual quality of service provided and the quality described in the firm's external communications.

Multiple experiences combine to form a consumer's overall service quality assessment. The degree to which tasks and behaviours can be standardized or routinized affects the translation of customer expectations into precise service quality standards (Zeithaml, Gremler, Bitner & Pandit, 2008). The emphasis should be on providing dependable, responsible, tangible, and empathic customer service, according to service organization management (Rod, Ashill, Shao & Carruthers, 2009).

Tangible variables such as personnels' physical appearance and dress, as well as the qualities of the location where encounters take place (that is; air conditioning, atmosphere, etc.) according to Shodele, (2013), also influence customers' impressions of service quality during face-to-face interactions. The design

of the service concept and delivery takes into account not only tangible factors such as physical surroundings and mechanical equipment but also the expression of staff emotions and behaviours (examples are, sincerity, formality and personalization) toward the customer that are culturally acceptable and appropriate. In several businesses and cultures, much empirical research has looked into the links between the concepts of service quality, customer satisfaction, and behavioural intentions. Studies of the lodging industry in the United States (Olorunniwo, Hsu & Udo; 2006), the audit industry in Malaysia (Matthews & Ismail, 2006), the banking industry in Taiwan (Lee & Hwan, 2005), the recreation industry in the United States (Tian-Cole, Crompton & Willson, 2002), the health-care industry in South Africa (Boshoff & Gray, 2004) and libraries (Magaji, 2020).

Importance of Appraising Library Services

Evaluating library services regularly aids in determining or establishing the level of customer satisfaction and enhanced services (Ijiekhuamhen, Aghojare, & Ferdinand, 2015). One of the techniques for evaluating the effectiveness, efficiency and efficacy of library services is user satisfaction (Lasda Bergman & Holden, 2010). Madhusudhan cited in Boakye (2018), indicated that libraries should implement online and offline feedback systems to track the effectiveness of their resources and services. To measure user satisfaction, factors such as rapid access to

materials, organization of materials, library size and collection, and library staff skills in providing users with the appropriate resources were identified. The quality of services provided to users, that is; how available and accessible information resources are, determines the effectiveness of any university library. As a result, proper organization of available information resources will almost certainly assure their accessibility and use, resulting in user satisfaction. To fulfil the increased need for easy access to information resources by users, librarianship nowadays places a greater focus on the supply of effective information retrieval procedures. Onuoha, Omokoje and Bamidele (2013) emphasize the importance of satisfaction in libraries. They argued that even though libraries are nonprofit organizations, they should be concerned with providing pleasant services as they provide information and data to readers. Libraries that overlook their user satisfaction do so at their peril because users are not hostages and if they are dissatisfied, they can go elsewhere (Onuoha, et al, 2013).

The success of libraries in meeting user needs by offering good and dependable services was measured by Nejati and Nejati (2008), who reported a low level of customer satisfaction due to a lack of defining the most significant factors of quality service as evaluated by customers. Nagata, Satoh, Gerrard, and Kytomaki (2004) revealed the four dimensions of library quality service as: effect of service (personal); collections; access; and effect of service (organizational).

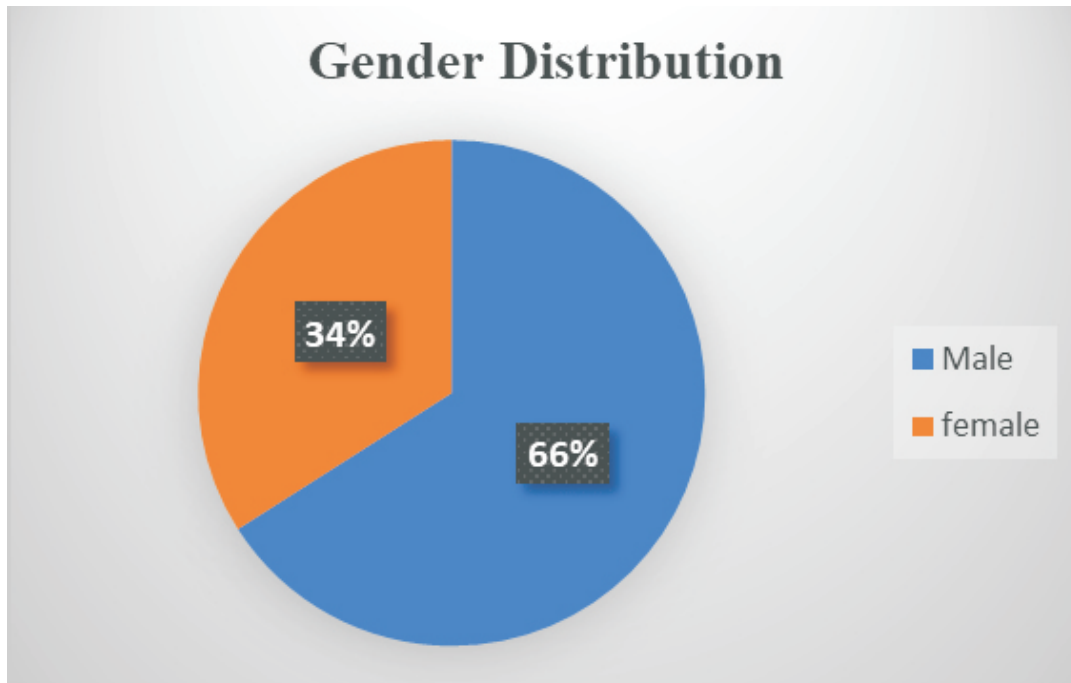
Methodology

A descriptive survey research design was adopted for this study. The population of the study comprised of 180 postgraduate students registered with the university library during the 2017/2018 and 2018/2019 academic sessions. The convenience sampling technique was employed to select 120 students from the 180 registered students. Convenience sampling technique was used in selecting samples for the study because it allows members of the population under study to have equal chances of being selected as subjects. A self-designed questionnaire was used to collect data from the respondents. A

total number of 120 copies of the research instrument was distributed while 106 copies were returned whereas 94 were found valid for the research. The questionnaire was divided into two parts, that is, part A and B. Part A contained items on demographic information of the respondents such as gender and academic level of study while Part B was subdivided into five (5) sections to gather data on the five research questions of the study. Data was analysed with SPSS Version 20.0 using descriptive analysis with frequency and percentages. The questionnaire was structured on a four point scale and the criterion mean was placed at 2.50.

Data Analysis and Discussion of Findings

Figure 1: Gender Distribution

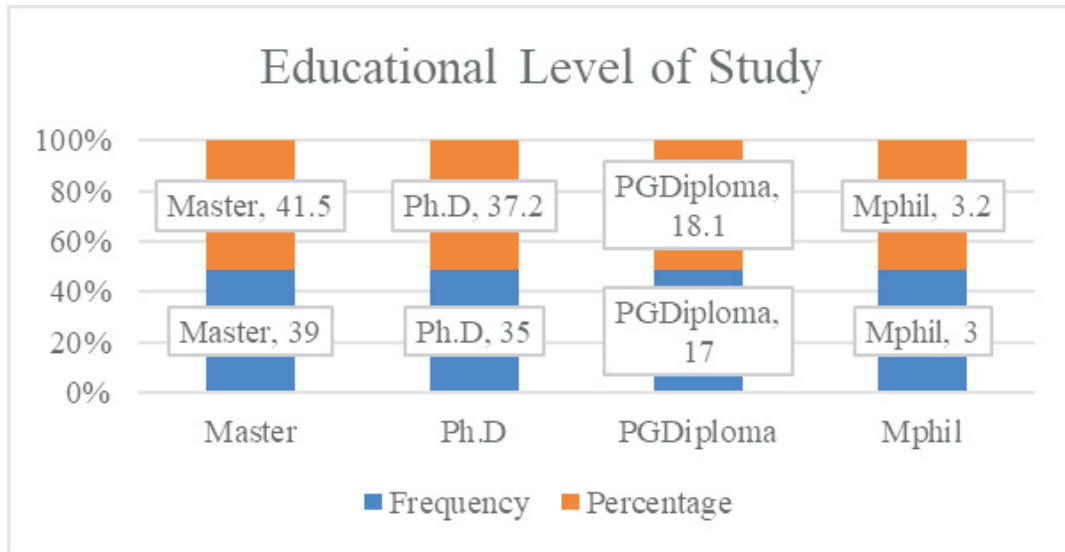


Source: Field Survey 2023

With 62 male respondents (66%) and 32 female respondents (34%), Figure 1 depicts

the gender distribution of the 94 respondents that took part in the study.

Figure 2: Educational Level of study



Source: Field survey 2023

The educational levels of the respondents are displayed in Figure 2, above. According to the results, the proportion of the respondents pursuing a master's degree is higher than that of those who are pursuing a doctorate degree, accounting for 41.5% of the population as against 37.2%. Respondents who are pursuing a

postgraduate diploma make up 18.1%, while those pursuing an MPhil degree make up 3.2%.

Research Question 1:

What are the library services available in MOUUAU?

Table 1: Library Services Available in MOUAAU

Library Services Available in MOUAAU	VA	A	NA	NVA	(\bar{x})
Library Reference Services	18	36	36	4	4.30
Photocopying Services	5	39	45	5	2.47
Readers Advisory Services	5	41	38	10	2.44
Bibliographic Services	3	39	40	12	2.35
Loan Services	6	32	44	12	2.34
Inter Library Loan Services	6	31	43	14	2.31
Current Awareness Services	8	26	46	14	2.30
Library Orientation Services	3	32	47	12	2.28
Abstract and Indexing Services	4	33	42	16	2.27
Selective Dissemination of Information Services	7	21	51	15	2.21
Offline and Online Database Services	4	31	39	20	2.20
Newspaper Clipping Services	3	26	48	17	2.16
Internet Services	3	28		22	2.13

Source: Field survey 2023

Note: Very Available (VA) 3.50 – 4.00, Available (A), 2.50 – 3.49, Not Available (NA) 2.00 – 2.49, Not Very Available (NVA) 1.99 – 1.00.

The result from Table 1 shows the library services available at MOUAAU library. Reference services was high with a mean score of 4.30. Photocopying services, readers' advisory services, bibliographic services, loan services, library orientation services, interlibrary loan services, current awareness services, abstract and indexing services, selective dissemination of information services, offline and online database services, Internet services, and

newspaper clipping services was low with the mean scores of 2.47, 2.44, 2.35, 2.34, 2.28, 2.31, 2.30, 2.21, 2.27, 2.20, 2.13, and 2.16 respectively. These mean scores are below the criteria mean of 2.50. This implies that the postgraduate students of MOUAAU are unaware of the many services available in the university library. Thus, the library should create awareness of their services to their users including the postgraduate students.

Research Question 2:

What are the reasons postgraduate students of MOUAAU use the University library?

Table 2: Reasons for using the Library Services by Postgraduate Students in MOUAAU

Purpose of using library services	SA	A	D	SD	(\bar{x})
Access to a wider range of information resources	18	36	36	4	4.30
Faster access to information resources	5	39	45	5	2.47
For research purposes	5	41	38	10	2.44
Academic purpose/course works	3	39	40	12	2.35
Complete assignments	6	32	44	12	2.34
Online application/registration	6	31	43	14	2.31
Access to current and up-to-date information	8	26	46	14	2.30
To photocopy materials	3	32	47	12	2.28
To access Internet Services	4	33	42	16	2.27
Improved academic performance/professional development	7	21	51	15	2.21
To access both Offline and Online Database	4	31	39	20	2.20
To read newspapers and magazines	3	26	48	17	2.16
To consult reference materials	3	28	41	22	2.13

Source: Field survey 2023

Note: Strongly Agree (SA) 3.50 – 4.00, Agree (A), 2.50 – 3.49, Disagree (D) 2.00 – 2.49, Strongly Disagree (SD) 1.99 – 1.00.

The result from Table 2 shows the reasons postgraduate students of MOUAAU use the university library. Access to a wide range of information resources was high with a mean score of 4.30. Faster access to information resources, research purposes, academic purpose/coursework, complete assignments, online application/registration, photocopy materials, obtain

access to current and up-to-date information, access offline and online databases, access Internet services, enhance their academic performance or professional development, read newspapers and magazines, and consult reference materials was low thus with the mean scores of 2.47, 2.44, 2.35, 2.34, 2.31, 2.30, 2.28, 2.27, 2.21, 2.20, 2.16, and 2.13 respectively.

Research Question 3

What is the frequency of use of library services by postgraduate students of MOUUAU?

Table 3: Frequency of Library Use

Library Use	Frequency	Percent (%)
ONCE A WEEK	27	28.7
ONCE A MONTH	25	26.6
2-3 TIMES A WEEK	21	22.3
2-3 TIMES A MONTH	17	18.1
DAILY	4	4.3
Total	94	100

Source: Field survey 2023

The result from Table 3 shows the frequency of use of the library services by postgraduate students. 28.7% (27) of respondents use the library once a week, 26.6% (25) make use of the library once a month, 22.3% (21) use the library 2-3 times a week, 18.1% (17) use the library 2-3 times a month, and 4.3% (4) use the library every day.

Research Question 4

What is the extent of library use by postgraduate students of MOUUAU?

Table 4: Extent of use of Library Services by PG students of MOUUAU

Extent of use of library services	VHE	HE	LE	VLE	(\bar{x})
Photocopying Services	11	42	43	8	2.60
Library Reference Service	9	44	33	8	2.57
Bibliographic Services	9	43	34	8	2.56
Readers Advisory Services	6	45	27	16	2.44
Selective Dissemination of Information Services	7	32	35	20	2.28
Library Orientation Services	8	22	49	15	2.24
Inter-library Loan Services	8	29	33	24	2.22
Current Awareness Services	8	26	38	22	2.21
Loan Services	4	33	35	22	2.20
Abstract and Indexing Services	9	22	42	21	2.20
Newspaper Clipping Services	7	22	42	23	2.14
Offline and Online Database Services	6	18	46	24	2.06
Internet Services	6	17	47	24	2.05

Source: Field Survey, 2023

Note: Very High Extent (VHE) 3.50 – 4.00, High Extent (HE), 2.50 – 3.49, Less Extent (LE) 2.00 – 2.49, Less Extent (VLE) 1.99 – 1.00.

The result from Table 4 shows that the extent of use of library services by postgraduate students of MOUUAU was high on photocopying services, bibliographic services, and reference services with the mean scores of 2.60, 2.57 and 2.56 while readers advisory Services, selective dissemination of information services,

library orientation services, loan services, abstract and indexing services, inter-library loan services, current awareness services, newspaper clipping services, offline and online database services, and Internet services was low thus with the mean scores of 2.46, 2.28, 2.24, 2.22, 2.21, 2.20, 2.20, 2.14, 2.06 and 2.05 respectively.

Research Question 5

To what extent are the postgraduate students of MOUUAU satisfied with the quality of their library services?

Table 5: Level of satisfaction with quality of library services in MOUUAU Library

Purpose of using library services	VHE	HE	LE	VLE	(\bar{x})
Library Reference Service	8	53	28	5	2.68
Photocopying Services	5	50	31	8	2.55
Abstract and Indexing Services	17	24	36	17	2.44
Bibliographic Services	4	50	22	18	2.43
Internet Services	14	28	34	18	2.40
Offline and Online Database Services	15	27	31	21	2.38
Current Awareness Services	10	34	30	20	2.36
Readers Advisory Services	7	45	17	25	2.36
Newspaper Clipping Services	14	24	37	19	2.35
Library Orientation Services	12	24	40	18	2.32
Inter-library Loan Services	8	41	18	27	2.32
Selective Dissemination of Information Services	9	28	37	20	2.28
Loan Services	4	44	16	30	2.23

Source: Field Survey 2023

Note: Very High Extent (VHE) 3.50 – 4.00, High Extent (HE), 2.50 – 3.49, Less Extent (LE) 2.00 – 2.49, Less Extent (VLE) 1.99 – 1.00.

The result from Table 5 shows that the extent of satisfaction of the postgraduate students of MOUAAU with the quality of their library services is high in reference services and photocopying services with the mean scores of 2.68 and 2.55 while abstract and indexing, bibliographic, Internet, offline and online database, current awareness, readers advisory, newspaper clipping, library orientation, inter-library loan, selective dissemination of information, and loan services was low extent with the mean scores of 2.44, 2.43, 2.40, 2.38, 2.36, 2.35, 2.32, 2.32, 2.28 and 2.23 respectively.

Discussion of Results

The discussion of the result was based on the findings of the study. There were more male postgraduate students than female who use the university library on a regular basis. It also showed that master's and PhD students were the postgraduate students who use the university library on a regular basis. It was presumed that their regular use of the library services was due to their active participation in research. This result supports the findings of Adamu and Maidabino (2020) who in their study on postgraduate students' expectations and perceptions on quality of service provision by university libraries in Nigerian universities, discovered that master's and PhD students were the postgraduate students who use the university library on a regular basis. Similarly, the finding tallies with Ijiekhuamhen, Aghojare, and Ferdinand (2015) in their study on assessing users' satisfaction on academic library performance.

Library Services Available in MOUAAU

The result showed the library services available or provided in MOUAAU. The researchers observed that the postgraduate students are not aware of the services provided in the library hence the low mean scores found in majority of the library services. The finding implies that there is a need of targeted campaigns to create awareness and increase the knowledge of library services provided in MOUAAU and increase the usage by postgraduate students. This will enhance the research and learning abilities of the postgraduate students. The finding tallies with Namugera (2017), who in his study on users' awareness, perceptions and usage of Makerere library services in the main and selected branch libraries, discovered that there was a low awareness rate for the library services provided by Makerere University Library.

Reasons for using Library Services by Postgraduate Students in MOUAAU

The result of the study revealed that the major reason postgraduate students use the MOUAAU library is to have access to a greater variety of information. The survey provided valuable insights into the diverse ways that MOUAAU postgraduate students use the library services. The library ought to think about enhancing and publicising services that satisfy the requirements and expectations of students. The significance of matching library services to the unique requirements and expectations of postgraduate students is underscored by these findings. To improve student

satisfaction and library service utilisation, the library should focus on raising awareness, enhancing the calibre and relevance of services, and promoting its role as a vital resource for academic and research reasons. This result contradicts the findings of Fasae (2011), in his study on the use of library resources and services of Federal University of Technology, Akure by postgraduate students, discovered that the majority of postgraduate students use libraries to consult research materials.

Frequency of Library Use

The result of the study showed that majority of the postgraduate students of MOUAAU use the library frequently. While some use the library once in a week, a large number use the library once in a month. Surprisingly, the same percent of MOUAAU postgraduate students who use the library daily and 2-3 times in a month is the same number that uses the library 2-3 times a week. This implies that most postgraduate students either use the library once in a week or once in a month. This result is in sharp contrast with the findings of Ijiekhuamhen, Aghojare, & Ferdinand (2015) who in their study on assessing users' satisfaction on academic library performance, discovered that 71% of the respondents visited the library every day while 5% visited the library 2-3 times a week whereas 7% visited the library once a week, and 2% visited the library once a month.

Extent of use of Library Services by PG students in MOUAAU

The result of the study revealed that the postgraduate students use photocopying

services, bibliographic services, and reference services to a high extent. The fact that postgraduate students make extensive use of library reference services suggest that they recognise the value of these resources in assisting them with their academic endeavours, including research for theses and dissertations as well as other scholarly publications. The average rating for photocopying services reveals a high level of use and perceived value, underscoring the significance of offering useful, easily accessible, and reasonably priced services. The high extent use of bibliographic services implies that postgraduate students are aware of bibliographic citations and their importance in academic publications, this demonstrating their commitment to academic integrity. Bibliographic services provide a range of citation styles and resources to assist students in adhering to academic norms, thereby preventing plagiarism and guaranteeing the authenticity of their scholarly work.

The result also showed that readers advisory services, loan services, interlibrary loans, current awareness services, selective dissemination of information services, library orientation services, newspaper clipping services, internet services, abstract and indexing services, and offline and online database services are other library services which are currently underutilized by the postgraduate students. The researchers suggest the library should create awareness of the services they provide. Priorities should be given to making sure that students are aware of the entire array of services that are accessible to them and that these services

correspond with their academic requirements. This is consistent with findings by Edem and Egbe (2016) in their study on the availability and utilization of electronic resources by postgraduate students in a Nigerian University Library: A case study of University of Calabar, Nigeria. They discovered that postgraduate students at the University of Calabar underutilised online databases. Similarly, Onifade, Ogbuiyi, and Omeluzor (2013) in their study on library resources and services utilization by postgraduate students in a Nigerian private university, found that majority of postgraduate students in private universities seldomly used the library.

Level of satisfaction with quality of library services in MOUAAU Library

The result of the study showed that postgraduate students of MOUAAU are satisfied to a high extent with the reference services and photocopying services of the library. However, findings from the study showed that they were not satisfied with services like library orientation, abstract and indexing, bibliographic, Internet, offline and online database, current awareness, readers' advisory, newspaper clipping, library orientation, inter-library loan, selective dissemination of information, and loan services. The study contradicts Molson (2022) and Adamu and Maidabino (2020), who in their studies on *perception of postgraduate students towards the quality of library services provided at Mzuzu University* (Doctoral dissertation); and postgraduate students' expectations and perceptions on quality of service provision by university libraries in

Nigerian universities, discovered that postgraduate students are satisfied to a high extent with the utilization of the library's information resources, services, and facilities, and that this is as a result of the library giving them the information skills they need for their studies.

Conclusion

This study was focused on determining the library services available in MOUAAU, reasons postgraduate students of MOUAAU use the university library, frequency of use of library services by postgraduate students of MOUAAU, extent of library use by postgraduate students of MOUAAU, and extent the postgraduate students of MOUAAU are satisfied with the quality of their library services. The results showed that postgraduate students are not well-informed with the services provided in the university library, hence underutilization of these services. This study suggests that campaigns should be carried out to raise awareness and promote the use of some underutilized services in the library. Assuring that library services meet the needs of students is essential in making the most use of the university library's services and resources for learning and research. Postgraduate students use the MOUAAU library to obtain access to a wider variety of information. This highlights how important the library is in assisting students with their academic aspirations. The study also offers the library a road map for matching student expectations with services, which will eventually improve academic performance as they make better use of the resources and services available in the library.

Recommendation

The following recommendations are made based on the findings of the study.

- Adequate consideration should be given to the provision of services like photocopying, reading advisory, bibliographic, loan, library orientation, interlibrary loan, current awareness, abstract and indexing, selective dissemination of information, offline and online database, Internet, and newspaper clipping services. The library should publicise the available information resources and services provided using library orientation and user education, notices, display racks, social media, and the library website.
- There are various reasons the postgraduate students visit the university library; therefore, library administration should be aware of these reasons and provide information resources and services that would meet their information demands.
- The postgraduate students should use the library services frequently, knowing fully well that the university library is the centre for active academic involvement towards knowledge growth. This will take care of the low extent of use of library services by postgraduate students.
- Similarly, the library administration should provide of up-to-date and pertinent information resources, contemporary facilities, and appropriate services that would satisfy postgraduate students' needs and expectations.

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